

Intelligent Delivery and Operation

Introduction

Achieving an organisations business vision will typically be approached through a series of programmes and projects. An increasing number of these will incorporate the application of intelligent technologies. Each application can be considered as an opportunity to transform an element of the business and to take a sizeable step towards the overall business vision. It's important to begin with a clear definition and value proposition of each opportunity and how it can be realised via a programme and typically a series of projects.

This definition needs to be clear about the outcomes (and how they align with the vision), have a defined and agreed approach, ideally an agile delivery roadmap, an incremental business case and a specification of what each project will contain and the impacts (people and technology) it'll have on the business. Delivering on the opportunity will be highly dependent on having the right people, processes, technology and organisational buy-in.

- Getting the right people might require internal reassignment, recruitment and a need to engage and work successfully with partners and suppliers.
- Processes that work for traditional IT projects are unlikely to be directly usable with Intelligent Technology applications. For example, a good agile DevOps methodology works for development projects but is not the same as a best practice approach to RPAOps or MLOps.
- Selecting the right technology is important not just for the individual opportunity but to ensure it supports the organisations wider vision, fits within the existing and changing Enterprise Architecture and will be operationally maintainable for its expected lifetime.
- The organisation needs to be brought into the opportunity from C-level through to the teams that will be directly impacted by the introduction of new technology. This effectively requires marketing as well as an effective change programme and stakeholder communication.

Combined Intelligence

Combined Intelligence provides a range of services to support the successful delivery and operation of intelligent solutions. These range from providing specific skills and knowledge to augment and optimise an existing client team through to taking full ownership to lead and create client centred solutions.

Within our Delivery and Operation service we include:

- **Opportunity Definition** – Identifying opportunities, scoping projects, creating solution options, building business cases, defining resource needs and getting stakeholder buy in to proceed.
- **Opportunity Realisation**
 - **Programme & Project Delivery** – Creating, delivering and deploying intelligent solutions.
 - **Operation** – Maintaining, supporting and optimising intelligent solutions.
- **Team Augmentation** – Filling gaps, injecting specialist skills, process optimisation, best practice adoption, oversight, mentoring, technology guidance and problem solving.

Also check out our related services described under:

- **Process and Change** – Guiding and supporting the efficient deployment and adoption of intelligent technologies within an organisation, including business and operational change.
- **Skills and Knowledge** - Providing specialist skills, knowledge and training to bridge gaps. Educating, optimising and augmenting client teams.
- **Technology and Partners** - Aiding the selection of the optimal technologies, products, platforms, vendors and partners.

We always work collaboratively to provide the optimal set of services to complement our client's capabilities.